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**CRITERIA AND TIME  
LIMITS FOR ON-  
GOING SERVICE  
CASES**

On-going services are provided to cases where there is confirmed child abuse and/or neglect (CA/N) and the family is in need of services. On-going services must be provided in the following case types following an investigation:

- Category I cases where children remain placed in their home with court jurisdiction, or where children have been returned home within seven days and court jurisdiction is continuing.
- Category II cases.
- Category III cases.
- Category III open/close cases do not require on-going services.

On-going service cases should be kept open until the child is determined to be safe, the risk level is decreasing, and the family is demonstrating benefit from services thereby reducing the likelihood of recurrence of maltreatment in the future.

On-going service cases which have an intensive or high risk score on the Risk Assessment or Reassessment must be kept open until the risk level is moderate or low or supervisory approval is obtained to close. The caseworker and supervisor together should consider when it is appropriate to close an on-going service case. On-going service cases with either of the following factors should be kept open for a **minimum of 90 days**:

- Cases with an extensive history of CA/N.
- The severity of the CA/N was significant and there is indication that future recurrence could result in harm to the child.

**DHS-152, UPDATED  
SERVICES PLAN  
(USP)**

The USP consists of the following:

- Risk Reassessment.

- Reassessments of the Family Assessment of Needs and Strengths (FANS) and the Child Assessment of Needs and Strengths (CANS).
- Safety Reassessment.
- Service Agreement.
- IV-E Prevention Plan when a child is determined to be a candidate for foster care and receiving an evidence based program.

In instances where a case member is receiving Family First Prevention Services Act (FFPSA) title IV-E Prevention Service, elements of the Prevention Record and Child Specific Prevention Plan will populate in the USP. For more information on FFPSA title IV-E Prevention Services, see [SRM 108, Prevention Services, Family First Prevention Services Act](#).

## Prevention Plan

Children who are eligible as a candidate for foster care and have been approved to receive title IV-E prevention services under the Family First Prevention Services Act will also have a prevention plan in the USP. The prevention plan will automatically generate into the USP when one youth participant is identified and there is a prevention plan begin and end date which coincides with the USP period. For more information on completing the prevention plan and linking needs, strengths and services, see job aids; *Maintaining a Prevention Service Case* and *Matching a Provider for Case Services*. For more information on prevention services available and eligibility, see [SRM 108, Prevention Services, Family First Prevention Services Act](#).

## Time Frame for Completion

The first Updated Service Plan (USP) must be completed within 60 days after the date the investigation was submitted for supervisory approval. Additional USPs are due every 90 days thereafter or more frequently, if reclassification of the case is necessary. For more information on reclassification of a case, see [PSM 714-1, Post-Investigative Services](#).

A Risk and Safety Reassessment and reassessments of the FANS and CANS must be completed at times other than the 90-day USP intervals if:

- There is a new report of abuse/neglect in which a preponderance of evidence is found to exist.
- There are other significant changes in case status.

Any Risk and Safety Reassessments and reassessments of the FANS and CANS completed between USPs should be documented in the next USP. Include any changes made to the service agreement and service level based on the interim Risk Reassessment and reassessments of the FANS and CANS.

### ***Overdue USPs***

If an USP is overdue, notify the supervisor by completing an *exception request* in the electronic case record. The notification must document the reasons the USP is overdue and when the USP will be completed. **The notification does not extend the timeframe for completion of the USP or provide approval for the overdue USP; it only provides notice to the supervisor.**

## **Social Work Contacts**

All contacts, either attempted or successful, must be entered into the electronic case record. This includes the required case consultation between the on-going services worker and supervisor as outlined in [PSM 714-1, Post Investigative Services](#). When entering social work contacts on a case, the date and time of the contact must be included. Include the specific reason for the contact and a brief summary of the information obtained during the contact. All social work contacts with accompanying narratives will pre-fill into the USP.

The social work narrative **must** include statements, evidence and actions taken by the worker that address the safety of the child.

### ***Motivational Interviewing***

Once an ongoing services worker is trained in Motivational Interviewing, the ongoing worker is expected to utilize this skill as an engagement tool with families. Use of Motivational Interviewing must be documented in social work contacts after an FFPSA IV-E prevention record is approved. For more information on Motivational Interviewing, see [SRM 108, Prevention Services, Family First Prevention Services Act](#).

## Safety Reassessment

The Safety Reassessment must be completed in the electronic case record. The accompanying explanation, the safety response-protecting interventions entered, and the safety decision will pre-fill into the USP for any Safety Reassessment. The caseworker **must** update the Safety Assessment narrative to reflect what child safety planning occurred. See [PSM 713-11, Assessments](#) for information on completing Safety Assessments.

## Risk Reassessment

When a case is transferred to on-going services, a new Risk Reassessment cannot be completed by the on-going caseworker until contact has been made with the family. Risk Reassessments require that one score be selected for each question along with an explanation for the selection if the question is scored as a risk factor. Any narratives provided for the Risk Reassessment will pre-fill into the USP. For more information on the Risk Reassessment, see [PSM 713-11, Assessments](#).

### ***Risk Reassessment Overrides***

Mandatory or discretionary overrides may be considered only after completing the Risk Reassessment.

**Discretionary Override:** A worker may override the reassessment score based on relevant factors that support a higher risk level than indicated by the scale. The reason for the discretionary override must be documented in the *override risk level box* and approved by the supervisor.

**Mandatory Override:** A mandatory override, which indicates a higher risk has occurred since the last assessment, must be identified when the Risk Reassessment is completed and the risk level increased to intensive. The reason for the mandatory override must be documented in the electronic case record.

If a mandatory override reason was identified at the time of the initial assessment, or at the most recent reassessment, and case progress indicates a lower risk level, the original override reason does not have to be identified at reassessment or continue to be used to increase the risk level to intensive.

See Risk Assessment section of [PSM 713-11, Assessments](#) for more information on discretionary and mandatory overrides.

## FANS/CANS

Provide an explanation for each selection if the question is scored as a strength or a need (score other than 0). The explanations entered for each question on the FANS and the CANS will pre-fill into the USP. See [FOM 722-09A, Family Assessment of Needs and Strengths](#) and [FOM 722-09, Child Assessment of Needs and Strengths](#) for more information on completing the FANS and CANS.

### *Updating/Adding Services for Family*

After the FANS is completed, update the case services screen in the electronic case record. For each need, link a case service and enter a review for the reporting period. The narrative should include all the following:

- The family's progress toward achieving service goals and activities in that need area.
- Information from service providers.
- Any revisions to the services provided in that need area.

### *Updating/Adding Services for Children*

After the CANS is completed, update the case services section in the electronic case record. For each identified need, link a case service and enter a review for the reporting period for each need. The narrative should include all of the following:

- Progress towards goals in the service.
- Engagement in the service.
- Any service revisions needed.

## Reclassification

See [PSM 714-1, Post-Investigative Services](#), for more information on reclassification of a case.

**Note:** See [PSM 713-13, Child Abuse/Neglect Central Registry \(CA/NCR\)](#), for information on providing notice to the perpetrator when reclassification of the case has occurred and the perpetrator is placed on central registry.

**Progress Report  
Tab**

If the case will remain open, document the following in the progress report tab:

- A summary of the reasons why the case was opened.
- The family's overall progress toward achieving service goals and activities.
- Specific examples of changes in behaviors or other conditions that explain a reduction in risk to the child.
- Any revisions in the service agreement, including changes in services.
- A summary of any new complaints investigated during the report period.
- Explain any new safety issues and how the service agreement has been amended to address them.
- Any other information relevant to the risk to and safety of the child.

**CASE CLOSURE**

Before an on-going case may be closed, complete a closing USP and document the following:

- A summary of the reasons why the case was opened.
- The current family situation and how any identified safety concerns or risk factors have been mitigated.
- Progress made as a result of the provision of protective services and the reasons for closure of the case, including the impact of services on the risk and needs items scored on prior assessments.
- Necessity of providing follow-up or further services to the family by other agencies.

At closure, notify all active service providers of the closing of on-going services case. Document the notice in social work contacts.

**Note:** When a family is participating in Home Visiting Services and the case is transferring to a prevention worker/monitor, the ongoing worker must contact the active service provider and provide them with contact information for the prevention worker/monitor. See [SRM 108, Prevention Services, Family First Prevention Services Act](#).

## SUPERVISORY APPROVAL

A supervisor must review and approve, within 14 calendar days of receipt, all DHS-152 Updated Services Plans. Approval indicates agreement with the:

- Thoroughness, completeness, and accuracy of the USP.
- Reassessment of risk and safety of the child.
- Reassessments of the FANS and CANS and the services provided to the family.
- Progress made by the family.
- Appropriateness of continued provision of services or case closure.

## LEGAL AUTHORITY

### Federal Law

***Family First Prevention Services Act, Public Law 115-123, Sec. 50711 (2)(e)(4)(A)***

Prevention plan. The State maintains a written prevention plan for the child that meets the following requirements (as applicable):

- Candidates. In the case of a child who is a candidate for foster care described in paragraph (2)(A), the prevention plan shall:
  - Identify the foster care prevention strategy for the child so that the child may remain safely at home, live temporarily with a kin caregiver until reunification can be safely achieved, or live permanently with a kin caregiver;
  - List the services or programs to be provided to or on behalf of the child to ensure the success of that prevention strategy; and

- Comply with such other requirements as the Secretary shall establish.
- Pregnant or parenting foster youth. In the case of a child who is a pregnant or parenting foster youth described in (2)(B), the prevention plan shall:
  - Be included in the child's case plan required under section 475(1);
  - List the services or programs to be provided to or on behalf of the youth to ensure that the youth is prepared (in the case of a pregnant foster youth) or able (in the case of a parenting foster youth) to be a parent;
  - Describe the foster care prevention strategy for any child born to the youth; and
  - Comply with such other requirements as the Secretary shall establish.

## State Law

### ***Child Protection Law, Act 238 of 1975, MCL 722.628d (1)(c)***

Category III - community services needed. The department determines that there is a preponderance of evidence of child abuse or neglect, and the structured decision-making tool indicates a low or moderate risk of future harm to the child. The department shall assist the child's family in receiving community-based services commensurate with the risk to the child. If the family does not voluntarily participate in services, or the family voluntarily participates in services, but does not progress toward alleviating the child's risk level, the department shall consider reclassifying the case as category II.

### ***Child Protection Law, Act 238 of 1975, MCL 722.628d (1)(d)***

Category II - child protective services required. The department determines that there is evidence of child abuse or child neglect, and the structured decision-making tool indicates a high or intensive risk of future harm to the child. The department shall open a protective services case and provide the services necessary under this act. The department shall also list the perpetrator of the child abuse or child neglect, based on the report that was subject of the field investigation, on the central registry as provided in section

7(7), either by name or as "unknown" if the perpetrator has not been identified.

***Child Protection Law, Act 238 of 1975, MCL 722.628d (1)(e)***

Category I - court petition required. The department determines that there is evidence of child abuse or child neglect and one or more of the following are true:

- A court petition is required under another provision of this act.
- The child is not safe and a petition for removal is needed.
- The department previously classified the case as a Category II and the child's family does not voluntarily participate in services.
- There is a violation, involving the child, of a crime listed or described in section 8a(1)(b), (c), (d), or (f) of child abuse in the first or second degree as prescribed by section 136b of the Michigan penal code, 1931 PA 328, MCL 750.136b.

**POLICY CONTACT**

Questions about this item may be directed to the [Child Welfare Policy Mailbox](#).